

City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title

Police Records Specialist I

General Statement of Duties

Performs a variety of general clerical and customer service duties involved in the maintenance, processing, and distribution of Police records; serves as call-taker and/or assists in dispatching units; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform a variety of general clerical and customer service duties involved in the maintenance, processing, and distribution of Police records. The work is performed under the supervision and direction of higher level staff as assigned, but some leeway is granted for the exercise of independent judgment and initiative. For continued employment and promotion to the II level, a I level incumbent must successfully complete a twelve-month probationary period, obtaining and demonstrating the required knowledge, skills, abilities, and experience, and meeting pre-identified criteria for promotion to the higher class. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons infected with communicable diseases.

Examples of Essential Work (Illustrative Only)

- Performs a variety of customer services functions applicable to records release and maintenance, including receiving, responding to, and entering requests for police reports and safekeeping of property, collecting fees, issuing visitor badges, and screening and forwarding telephone calls;
- Maintains and updates records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and blanking out confidential information when required;
- Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments;
- Performs a variety of reception and clerical duties, including preparing and balancing cash receipts journal, distributing incoming mail, receiving and processing payments or notices of

non-payment, processing restraining orders, transcribing taped statements by officers, witnesses, suspects, and victims; sorting, filing, copying, and distributing a variety of documents; maintaining a variety of filing systems; and participating in the registration of a variety of services;

- Processes registrants for sex, drug, arson, and violent predator crimes, including gathering all necessary paperwork and information, verifying identity and familiarity with current rules and regulations, and updating files as required;
- Serves as court liaison clerk, including collecting and preparing documents for all arrests and citations; forwarding documents to appropriate department, division, and court; indexing a wide variety of violations and notifications; compiling and distributing complaints; and booking information; fingerprint cards, photographs, and other law enforcement reports;
- Receives, records, and distributes service subpoenas, including receiving information for cancellation of court appearance, tracking subpoenas to ensure they have been served or canceled, and replying to court as needed;
- Processes parking citations, revenue, and arbitrations, including verifying accuracy of information, collecting daily revenue, issuing payment receipts, sending delinquent accounts to collections, and updating citation status in computer database;
- Indexes all traffic violation citations and/or reports them into applicable computer systems;
- Maintains and balances a cash drawer, including recording monies received to the appropriate fund(s); preparing paperwork for processing of checks for overpayments, and for collection on returned checks;
- Serves as department Call Taker, and/or dispatches units using the computer-aided dispatch system;
- Performs background checks upon request for employment purposes;
- Provides research assistance to officers and other law enforcement personnel as requested;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Some knowledge of applicable Eureka Police Department and City of Eureka codes, policies, and procedures, including the California Vehicle Code, Penal Code, Welfare and Institutions Code, Health and Welfare Code, and the Eureka Municipal Code;
- Some knowledge of applicable processes of record management and retrieval;
- Some knowledge of modern office methods, practices, and procedures;
- Some knowledge of call-taking and/or assisting in dispatching;
- Ability to interpret and apply laws, codes, policies, and procedures related to the processing of law enforcement documents;

- Ability to maintain complete and accurate records and files;
- Ability to work with individuals from a variety of socioeconomic backgrounds;
- Ability to perform a full range of specialized public safety clerical work with minimal supervision;
- Ability to accurately balance a cash drawer;
- Ability to serve as call-taker, and/or assist in dispatching units;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Any combination of training and/or experience which is equivalent to:

- High School Diploma or equivalent.
- At least one year of related experience.

Required Special Qualifications

- Valid Class C California State Driver's license.
- Certification(s) specific to functional areas of assignment may be required.
- For continued employment and promotion to the II level, must successfully complete a twelve-month probationary period, obtaining and demonstrating the required knowledge, skills, abilities, and experience, and meeting pre-identified criteria for promotion.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to

successfully perform the duties of their position;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment.